

EVALUATION OF PUBLIC SATISFACTION WITH GREEN OPEN SPACE FACILITIES IN SUPPORTING SUSTAINABLE CITIES (CASE STUDY: IMAM BONJOL GREEN OPEN SPACE, PADANG)

Jamaludin¹, Rahmad Hidayat², Alvickra Rahmat Jatria¹ and Panti Wahyu Ningsih³

¹Faculty of Infrastructure and Regional Technology, Department of Urban and Regional Planning, Sumatera Institute of Technology

²Faculty of Infrastructure and Regional Technology, Department of Architecture, Sumatera Institute of Technology

³Faculty of Engineering and Computer Science, Civil Engineering Study Program, Universitas Teknokrat Indonesia

*E-mail: rahmad.hidayat@ar.itera.ac.id

Received: 25 Juni 2025

Accepted: 05 Juli 2025

Published: 31 Juli 2025

Abstrak

Penelitian ini bertujuan untuk mengevaluasi tingkat kepuasan masyarakat terhadap fasilitas taman kota di Ruang Terbuka Hijau (RTH) Imam Bonjol, Kota Padang, sebagai penyedia layanan sosial dalam mendukung kota berkelanjutan. Kota berkelanjutan tidak hanya mencakup aspek ekonomi dan lingkungan, tetapi juga aspek sosial yang berkaitan dengan kenyamanan dan kualitas hidup warga. Fasilitas taman kota yang memadai merupakan elemen kunci untuk mencapai tujuan tersebut. Penelitian ini menggunakan metode deskriptif kuantitatif dengan data primer yang dikumpulkan melalui kuesioner dari 100 pengunjung RTH Imam Bonjol, yang dianalisis menggunakan Skala Likert. Hasil penelitian menunjukkan bahwa tingkat kepuasan masyarakat secara keseluruhan terhadap fasilitas mencapai 73% (kategori puas). Fasilitas dengan tingkat kepuasan tertinggi adalah tribun balairung (87%), vegetasi taman (83%), dan tempat pembuangan sampah (81%). Namun, terdapat tingkat kepuasan yang lebih rendah pada fasilitas bermain anak (52%), pencahayaan (52%), dan toilet umum (58%). Temuan ini menunjukkan bahwa meskipun RTH Imam Bonjol telah berkontribusi terhadap keberlanjutan sosial dan lingkungan, masih diperlukan perbaikan yang signifikan pada beberapa fasilitas utama untuk meningkatkan inklusivitas dan kenyamanan pengunjung secara keseluruhan, sejalan dengan prinsip kota berkelanjutan.

Kata Kunci: Kepuasan Masyarakat, Fasilitas Taman Kota, Ruang Terbuka Hijau, Kota Berkelanjutan, Layanan Sosial.

Abstract

This study aims to evaluate the level of public satisfaction with city park facilities in Imam Bonjol Green Open Space (RTH), Padang City, as a social service provider in supporting sustainable cities. Sustainable cities include not only economic and environmental aspects, but also social aspects related to the comfort and quality of life of citizens. Adequate urban park facilities are a key element to achieve this goal. This study uses a quantitative descriptive method with primary data collected through questionnaires from 100 visitors to RTH Imam Bonjol, analyzed using a Likert Scale. The results showed that public satisfaction with the facilities as a whole reached 73% (satisfied category). Facilities with the highest level of satisfaction are the balairun stands (87%), park vegetation (83%), and waste disposal (81%). However, there were lower levels of satisfaction with children's play facilities (52%), lighting (52%), and public toilets (58%). These findings indicate that while RTH Imam Bonjol has contributed to social and environmental sustainability, there is still

a need for significant improvements in some key facilities to increase inclusivity and overall visitor comfort, in line with sustainable city principles.

Keywords: Public Satisfaction, City Park Facilities, Green Open Space, Sustainable City, Social Services.

To cite this article:

Jamaludin dkk, (2025). Evaluation of Public Satisfaction with Green Open Space Facilities in Supporting Sustainable Cities (Case Study: Imam Bonjol Green Open Space, Padang). *Journal of Infrastructural in Civil Engineering*, Vol. (06), No. 02, pp: 69-83

INTRODUCTION

The rapid development of cities often focuses more on financially profitable development, resulting in the availability of space in urban areas becoming very limited. On the other hand, people need space to interact socially amidst their busy daily activities. Therefore, the presence of public spaces is very important, because it can be a place for people to carry out various social activities comfortably. Green open space has an aesthetic function that can increase the value of beauty in urban and residential areas [1].

In addition, open green space also plays a crucial role in sustainable environmental development, especially in urban areas, in order to maintain the balance of environmental quality [2]. The Regulation of the Minister of Public Works and Public Housing No. 5/2008 on Guidelines for the Provision, Utilization, and Control of Green Open Space in Urban Areas is the basis for each region to implement the mandate of Law No. 26/2007 on Spatial Planning. This latest regulation strengthens the approach to the provision of green open space, which must consider aspects of environmental, social, economic, and resilience to climate change and disasters [3]. This law provides a foundation for the regulation of green open space to create safe, comfortable, productive, and sustainable urban areas.

One type of green open space in urban areas is city parks. City parks are green open space areas that function to beautify the city, and have ecological, social, and economic functions. City parks are designed as places for people to carry out various social activities, such as playing, exercising, walking, relaxing, or holding large meetings at certain times.

Based on Padang City Regional Regulation No. 4/2012 concerning the 2010-2030 Regional Spatial Plan of Padang City, Padang City has an obligation to provide green open space of at least 30% of its area, consisting of 20% public green space and 10% private green space. However, according to the latest data from the Padang City Environment Agency [3], the area of public green open space in Padang City only reaches 10.53% of the Padang City area or around 69,496 Ha. This figure is far below the minimum requirement set in the

regulation. However, Ardiani [4] identified several problems related to RTH in Padang City, such as uneven distribution, lack of inclusive facilities, and suboptimal maintenance. They found that many communities, especially in peri-urban areas, still have difficulty accessing quality green spaces. This creates a gap in meeting the recreational and social interaction needs of the people of Padang City.

RTH Imam Bonjol was chosen as the research locus because it has special significance in supporting the concept of a sustainable city in Padang. Inaugurated on June 23, 2017 with an area of 4.5 hectares, Imam Bonjol green space is the largest green space in the center of Padang and a model for integrative green space development in the city [5]. RTH Imam Bonjol has a strategic location in the city center, adjacent to commercial, office, and residential areas, so it has great potential as a social service provider for various community groups. However, initial observations show that there are various challenges in the management of RTH Imam Bonjol, such as facility maintenance issues, accessibility for people with disabilities, and the presence of irregular street vendors. These problems can affect the function of RTH as a social service provider and encourage sustainable cities, thus making Imam Bonjol RTH a relevant and important research object.

In the social aspect, city parks in Padang have not been able to provide equal accessibility for people with disabilities. According to Rahman and Putri [7], only 15% of facilities in RTH Imam Bonjol are accessible for people with disabilities. In addition, a survey conducted by the Padang City Social Service [3] showed that 42% of visitors to green spaces in Padang City felt unsafe and uncomfortable in terms of the facilities provided.

In economic terms, the lack of maintenance of city parks in terms of quality and quantity has led to low public interest in visiting city parks. A report by the Padang City Environment Office [3] notes that the cost of maintaining Imam Bonjol's green space is only 0.3% of the total Padang City budget, a very low figure to ensure optimal green space quality. While in terms of the environment, the low benefits provided by the park seen from the existence of environmental quality, security, and community welfare as well as the comfort of the community when in the city park will certainly reduce the social and psychological benefits of the community. The large number of informal sector activities selling around the park, and garbage coupled with trees that are less shady and the amount of grass that is damaged due to trampling causes the comfort of visitors to be reduced. Data from the Padang City Cleanliness Office [3] recorded that the volume of waste in RTH Imam Bonjol reached 25 kg per day,

with 40% of it not managed properly. Observations made by the City Cleanliness Monitoring Team [3] showed that 35% of the facilities in RTH Imam Bonjol were damaged or not functioning optimally. A security survey by the Padang Barat Police Sector [3] noted that 28% of visitors felt unsafe while in RTH Imam Bonjol at night due to the lack of lighting. The Padang City Transportation Agency [3] noted that sidewalk occupancy by street vendors around RTH Imam Bonjol reached 45%, reducing space for pedestrians. Starting from the above problems, the problem formulations that arise are: what is the level of public satisfaction with city park facilities?

RESEARCH METHODOLOGY

This study uses quantitative research methods. This quantitative method is used to measure the level of public satisfaction with city parks, which is then analyzed statistically to describe and test predetermined hypotheses. The unit of observation in this study is public satisfaction with city park facilities. Meanwhile, the unit of analysis is visitors who are in RTH Imam Bonjol Padang City.

Data collection methods in this study include primary and secondary data. Observation is a data collection technique with researchers going directly to the field, then observing the symptoms being studied [3]. Observations will be carried out at RTH Imam Bonjol Padang, to see directly about the physical and functional conditions of existing facilities in RTH Imam Bonjol. Questionnaire is a data collection method that involves giving a series of questions or written statements to respondents to answer [8]. In this study, the questionnaire will be given to visitors of Imam Bonjol green space.

Determination of Respondents

A sampling technique is a method for determining the sample to be used in research [9]. In this study, we used non-probability sampling with a combination of purposive sampling and incidental sampling. The criteria for respondents who can be sampled in this study are: visitors to RTH Imam Bonjol with the age of ≥ 12 years, this is applied because at that age individuals have entered a stage of cognitive development sufficient to understand and respond validly to research questions [10] and people who visit RTH Imam Bonjol but are not traders, applied to ensure the focus of research on visitors' experiences as users of RTH social services. Because the population in this study was unknown, the sample size was determined using the Cochran formula [10].

$$n = \frac{z^2 pq}{e^2} \dots \dots (1)$$

Description:

n = Number of samples required

z = Price on the normal curve for a 5% deviation, with a value of 1.96

p = Chance of being correct 50% = 0.5

q = 50% chance of being wrong = 0.5

e = Sampling error. Usually 10%

The number of samples that will represent the population of visitors to RTH Imam Bonjol is as follows:

$$n = \frac{(1,96)^2 \cdot (0,5) \cdot (0,5)}{(0,1)^2}$$
$$n = \frac{3,8416 (0,25)}{0,01}$$
$$n = \frac{0,9604}{0,01} = 97 \approx 100 \text{ Respondents}$$

Based on the Cochran formula, the number of respondents was obtained as many as 100 people who would be sampled, according to the predetermined criteria.

Analysis Method

To analyze public satisfaction with city park facilities, the Likert Scale was used. This scale serves to measure the attitudes, opinions, and perceptions of individuals regarding an object or phenomenon. Through the Likert scale, variables are parsed into dimensions, then translated into indicators, and from indicators are broken down again into measurable sub-indicators. This sub-indicator is the basis for preparing questions or statements for respondents [10]. In drawing conclusions about the role of city parks using a Likert scale pattern, after calculating the value of each respondent, the author will also calculate the percentage. This is done to get conclusions that can be organized systematically using the formula:

$$p = \frac{f}{n} \times 100\% \dots \dots (2)$$

Description:

P = Percentage

F = Frequency of each answer

N = Number of Respondents

Based on the steps above, criteria and percentage interval classes are obtained in identifying public satisfaction with city park facilities. Table 1 presents the criterion for each class interval.

Table 1. Criterion Class Interval

No	Percentage Class Interval	Criteria
1	81% - 100%	Strongly Agree/Very Satisfied
2	61% - 80%	Agree/Satisfied
3	41% - 60%	Somewhat Agree/Not Satisfied
4	21% - 40%	Disagree/Not Satisfied
5	0% - 20%	Strongly Disagree/Very Dissatisfied

RESULTS AND DISCUSSION

Respondent Profile

RTH Imam Bonjol is a place or space that functions primarily for beauty and open social interaction accessible to the wider community. In an RTH, of course, visitors who come vary in gender. Based on the results of distributing questionnaires to 100 visitors to RTH Imam Bonjol, the identification of sample respondents shows the dominance of men. A total of 54% (54 people) of respondents were male, while 46% (46 people) were female, as shown in Table 2. Besides, based on the results of the questionnaire distribution, the dominant proportion of respondents' latest education is dominated by high school as many as 59 with a percentage of 59%, then followed by visitors with the last level of junior high school education as many as 31 people or with a percentage of 31%, while for elementary education as many as 4 people, 6 undergraduates and 4 postgraduates as shown in Table 3.

Table 2: Gender of Respondents

Gender	Frequency	Percentage
Male	54	54%
Female	46	46%
Total	100	100%

Table 3. Last Education of Respondents

Education	Frequency	Percentage
SD	4	4%
SMP	31	31%
HIGH SCHOOL	55	55%
SARJANA	6	6%
POSTGRADUATE	4	4%
Total	100	100%

Table 4 shows the age of respondents. Based on Table 4, it can be seen that the dominating age of RTH is the age of 12-25 years as many as 57 people with a percentage of 57%. Then followed by the adult age group 26-46 years as many as 35 people with a percentage of 35%, as many as 8 other visitors are the elderly age group > 46 years.

Table 4. Age of Respondents

Age	Frequency	Percentage
12-25	57	57%
26-46	35	35%
>46	8	8%
Total	100	100%

Analysis of Public Satisfaction with City Park Facilities

City parks are not only a form of urban beauty, besides acting as the lungs of a green city, city parks also function as public spaces that can be accessed by all levels of society, both children and adults. Parks are also used to carry out all kinds of activities such as community interaction space, children's play space, exercise, selling, or just to relax and unwind from the daily grind. When in the city park, visitors with all their activities can consider the level of satisfaction of a park with all the facilities provided so that visitors feel satisfied when doing activities in the park area as park users. To measure the level of public satisfaction with city parks, this study analyzes visitors' perceptions of their satisfaction, based on the results of research that reviews the facilities available at RTH Imam Bonjol (Table 5).

Table 5. Level of Visitor Satisfaction with Imam Bonjol RTH Facilities

No.	Facilities	Satisfaction Criteria			Satisfaction Level
		Total Value	Value Maximum	Percentage	
1	Sports	1515	2000	76%	Satisfied
2	Trimbun Balairun	437	500	87%	Very Satisfied
3	Parking	392	500	78%	Satisfied
4	Public toilet	291	500	58%	Somewhat Satisfied
5	Child's play	260	500	52%	Somewhat Satisfied
6	Relax	715	1000	72%	Somewhat Satisfied
7	Waste	405	500	81%	Very Satisfied
8	Description	261	500	52%	Somewhat Satisfied
9	Garden vegetation	830	1000	83%	Very Satisfied
10	Monument/sculpture	390	500	78%	Satisfied
Total			5496	7500	73% Satisfied

Based on the results of research data on visitor satisfaction (Table 5), the facilities available in the Imam Bonjol RTH park show satisfied criteria with a percentage of 73%. There are various kinds of park facilities that can be enjoyed by park users with good facility conditions, so that users feel satisfied with the available facilities. These facilities are expected to help the park in carrying out its function as a community social service, as a place of communication and social interaction and also as a city beauty.

Sports Facilities

RTH Imam Bonjol City Park is a park that can also be used as a physical exercise, sports facilities provided by visitors can exercise in the park while enjoying the aesthetics / beauty of the park. Sports facilities provided by city parks include: jogging track facilities, sports fields, reflection path facilities and fitness facilities. Based on the results of the study, as many as 100 perceptions of park visitors to the satisfaction of sports facilities are Satisfied. Where the value for the results of sports facilities shows a percentage of 76% (Table 6).

Table 6. Calculation Results of Public Satisfaction Level with Sports Facilities

Sports Facilities	Satisfaction Criteria			
	Total Value	Maximum Value	Percent age	Satisfaction Level
Jogging Facility	404	500	81%	Very Satisfied
Path of Reflexion	276	500	55%	Somewhat Satisfied
Sports Field	437	500	87%	Very Satisfied
Fitness	398	500	80%	Satisfied
Total	1515	2000	76%	Satisfied

According to the results of research data on visitor satisfaction, the jogging track facilities available in the Imam Bonjol RTH park show very satisfied criteria. Reflection facilities available in the Imam Bonjol RTH park show somewhat satisfied criteria. Sports field facilities available in the Imam Bonjol green space park show very satisfied criteria. Fitness facilities available in the Imam Bonjol green space park show satisfied criteria.

Trimbun Balairun

Tribun Balairun is a facility intended for the general public as a space for social interaction in RTH Imam Bonjol Padang. Not surprisingly in the city of Padang which is thick with Minangkabau culture, this facility is present to meet the needs of interactive spaces for local communities and cultural experts. Based on the results of the study, as many as 100 park visitors' perceptions of the satisfaction of the balairun trimbun facility are Very Satisfied. This is indicated by the results of the value of the balairun trimbun facility which shows a total value of 437 from a maximum value of 500, indicating a percentage parameter of 87% including very satisfied criteria (Table 7).

Table 7. Calculation Results of Public Satisfaction with Balairun Tribune Facilities

Facilities	Satisfaction Criteria			
	Total Value	Maximum Value	Percentage	Satisfaction Level
Balairun Tribune	437	500	87%	Very Satisfied

According to the results of research data on visitor satisfaction, the balairun tribune facilities available at the Imam Bonjol RTH park show very satisfied criteria.

Parking Space Facilities

RTH Imam Bonjol is a public space for the city community, it is not surprising that many city residents come to spend time, recreation, or just to relax. To make it easier for people to access RTH, the city park has provided parking which is a necessity for vehicle owners. Based on the results of the study, as many as 100 park visitors' perceptions of the satisfaction of parking space facilities are Satisfied. This is indicated by the results of the value of the parking space facility which shows a total value of 392 from a maximum value of 500, indicating a percentage parameter of 78% including satisfied criteria (Table 8).

Table 8. The results of public satisfaction with parking space facilities

Facilities	Satisfaction Criteria			Satisfaction Level
	Total Value	Maximum Value	Percentage	
Parking space	392	500	78%	Satisfied

According to the results of research data on visitor satisfaction, the parking space facilities available at the Imam Bonjol RTH park show satisfied criteria.

Public Toilet Facilities

RTH Imam Bonjol is equipped with public toilet facilities, public toilets are ideally clean, safe, and comfortable rooms, equipped with toilets, clean water, and other supporting facilities. Based on the results of the study, as many as 100 park visitors' perceptions of the satisfaction of public toilet facilities are Somewhat Satisfied. This is indicated by the results of the value of public toilet facilities which show a total value of 291 from a maximum value of 500, indicating a percentage parameter of 58%, including the criteria somewhat satisfied (Table 9).

Table 9. Results of Public Satisfaction Level with Public Toilet Facilities

Facilities	Satisfaction Criteria			Satisfaction Level
	Total Value	Maximum Value	Percentage	
Public toilet	291	500	58%	Somewhat Satisfied

In this study, satisfaction with public toilet facilities located in city parks is reviewed from people's perceptions of the availability and condition of these public toilet facilities.

Children's Play Facilities

RTH Imam Bonjol can be accessed by the general public regardless of age, even the elderly and children can freely relax and play with the play facilities in it. Based on the results of the study, as many as 100 park visitors' perceptions of the satisfaction of children's play facilities are somewhat satisfied. This is indicated by the results of the value of the open stage facility which shows a total value of 260 from a maximum value of 500 resulting in a percentage parameter of 52% including the criteria somewhat satisfied (Table 10).

Table 10: The level of public satisfaction with children's play facilities

Facilities	Satisfaction Criteria			
	Total Value	Maximum Value	Percentage	Satisfaction Level
Play child	260	500	52%	Somewhat Satisfied

In this study, satisfaction with children's play facilities located in city parks is reviewed from community perceptions of the availability and condition of these children's play facilities.

Relaxing Facilities

City parks are intended for visitors to relax or just enjoy the park. City parks are equipped with relaxing facilities where visitors can rest or take shelter from sun exposure. Based on the results of the study, as many as 100 park visitors' perceptions of leisure satisfaction are satisfied. Where the value for the results of relaxing facilities shows a percentage of 72% (Table 11).

Table 11: The level of public satisfaction with leisure facilities

Facilities	Satisfaction Criteria			
	Total Value	Value Maximum	Percentage	Satisfaction Level
Relax				

Gazebo	435	500	87%	Very Satisfied
Seating	280	500	59%	Somewhat Satisfied
Total	715	1000	72%	Satisfied

In this study, satisfaction with city park leisure facilities is reviewed from community perceptions of the availability and condition of these leisure facilities. According to the results of the research, the gazebo facilities available at RTH Imam Bonjol show very satisfied criteria. According to the results of the research, the seating facilities available at RTH Imam Bonjol show somewhat satisfied criteria.

Waste Facilities

RTH Imam Bonjol is a park that has a beautiful value when viewed from the outside. The beauty of the park's value cannot be separated from the cleanliness of the city park itself. Based on the results of the study, as many as 100 park visitors' perceptions of the satisfaction of waste facilities are very satisfied. This is indicated by the results of the value of waste facilities which shows a total value of 405 from a maximum value of 500, indicating a percentage parameter of 81% including somewhat satisfied criteria (Table 12).

Table 12: Calculation of Public Satisfaction Level with Waste Facilities

Facilities	Satisfaction Criteria			Satisfaction Level
	Total Value	Maximum Value	Percentage	
Waste	405	500	81%	Very Satisfied

According to the results of research data on visitor satisfaction, the waste facilities available in the Imam Bonjol RTH park show very satisfied criteria.

Lighting Facility

Visitors can enjoy RTH Imam Bonjol not only during the day, but also many activities that take place at night. Based on the results of the study, as many as 100 park visitors' perceptions of the satisfaction of waste facilities are Somewhat Satisfied. This is indicated by the results of the value of the open stage facility which shows a total value of 261 from a

maximum value of 500 resulting in a percentage parameter of 52% included in the criteria somewhat satisfied (Table 13).

Table 13: Results of Calculation of Public Satisfaction Level with Lighting Facilities

Facilities	Satisfaction Criteria			
	Total Value	Maximum Value	Percentage	Satisfaction Level
Description	261	500	52%	Somewhat Satisfied

In this study, satisfaction with lighting facilities in city parks is reviewed from people's perceptions of the availability and condition of these lighting facilities. According to the results of research on lighting facilities on visitor satisfaction, the available lighting facilities show somewhat satisfied criteria.

Garden Vegetation

RTH Imam Bonjol is a park developed for the needs of urban green open space to add to the aesthetic value of the city, this park also plays a role in maintaining environmental quality and increasing green cover. Based on the results of the study, as many as 100 park visitors' perceptions of park vegetation satisfaction are very satisfied. Where for the value of the park vegetation parameter results show a percentage of 83% (Table 14).

Table 14. Calculation of Public Satisfaction Level with Park Vegetation

Vegetation	Satisfaction Criteria			
	Total Value	Value	Percentage	Level
Garden	Total	Maximum	Percentage	Satisfaction
Trees	430	500	86%	Very Satisfied
Grass	400	500	80%	Satisfied
Total	830	1000	83%	Very Satisfied

As a crucial element in the park, vegetation creates a distinctive cool, beautiful and green atmosphere. In this study, satisfaction with city park vegetation is reviewed from people's perceptions of the vegetation of trees and grass in the park. According to the results of research on tree vegetation in RTH Imam Bonjol shows very satisfied criteria. According to the results of research on grass vegetation in RTH shows satisfied criteria.

Sculpture or monument facility

RTH Imam Bonjol has 2 sculptures, including a fountain in the center of which there is a bamboo blade-shaped monument located in front of the balairun stands, and another sculpture is an inactive tank, this tank is a type of AMX - 13 APC made in France and on display behind the city park. Based on the results of the study, as many as 100 perceptions of park visitors to the satisfaction of sculpture facilities are Satisfied. This is indicated by the results of the sculpture facility value which shows a total value of 390 from a maximum value of 500, indicating a percentage parameter of 78% including satisfied criteria (Table 15).

Table 15. Public Satisfaction Level towards Sculpture or Monument Facilities

Facilities	Satisfaction Criteria			Satisfaction Level
	Total Value	Maximum Value	Percentage	
Sculpture Monument	390	500	78%	Satisfied

According to the results of research on sculpture facilities on visitor satisfaction, the available sculpture facilities show satisfied criteria.

CONCLUSION

Public satisfaction with the Imam Bonjol green space facilities in Padang City overall reached 73%, which falls into the satisfied category. However, there are significant variations in the level of satisfaction with specific facilities. Although overall satisfaction reached 73%, variations in satisfaction levels indicate gaps in the provision of equitable and quality facilities. Low satisfaction with lighting facilities (52%) correlates with the findings in the background that visitors feel unsafe in the RTH at night due to lack of lighting. Low satisfaction with children's play facilities (52%) and public toilets (58%) reveals an urgent need for improvement, given the importance of these facilities in supporting a comprehensive visitor experience. This finding is also consistent with the data in the background that 35% of facilities in RTH Imam Bonjol are in a state of disrepair or not functioning optimally. In the context of a sustainable city, satisfaction with RTH facilities (73%) indicates that RTH Imam Bonjol has contributed to the social and environmental aspects of sustainability, but still requires significant improvements to reach its full potential.

REFERENCES

- [1] R. Saragih, I. Bagus, M. Astawa, and I. Made Sarmita. (2021). “*Diversifikasi Potensi Dan Fungsi Ruang Terbuka Hijau (Rth) Taman Kota Di Wilayah Kota Singaraja,*” *Jurnal Pendidikan Geografi Undiksha*, vol. 9, no. 1, pp. 44–55.
- [2] Minister of Public Works No. 05/PRT/M/2008.
- [3] City Cleaning Service. (2023). *Evaluation Report on the Condition of Public Space Facilities in Padang City*. Padang: Forum of Environmentalists of Padang City.
- [4] Ariyani, D. P. (2022). *The Role of City Parks in Realizing a Sustainable City in RTH Tunjuk Ajar Integrity Pekanbaru City*. Pekanbaru: Riau Islamic University.
- [5] Berman, E. M. (2016). *Performance and productivity in public and nonprofit organizations (2nd ed.)*. Routledge.
- [6] Mouwen, A. (2015). Drivers of customer satisfaction with public transport services. *Transportation Research Part A: Policy and Practice*, 78, 1-20.
- [7] Oliver, R. L. (2014). *Satisfaction: A behavioral perspective on the consumer (2nd ed.)*. Routledge.
- [8] Sahir, & Hafni, S. (2022). *Research Methodology*. Banguntapan: KBM Indonesia Publisher.
- [9] Sugiyono. (2014). *Quantitative, Qualitative, and R&D Research Methods*. Bandung: ALFABETA.
- [10] Silegar, & Syofan. (2013). *Quantitative Research Methods: Equipped with Comparison of Manual Calculations and SPSS*. Jakarta: Kencana.